

# Service Level Agreement

**Service:** SiteFarm

**Version:** 2017.07.31

**Valid:** 04/06/2017 - 07/31/2018

## Service Details:

### Description

Web technology is always moving! The web development community at UC Davis is pleased to introduce SiteFarm as the next evolution of UC Davis Web Content Management.

This emerging service is a modern content management and web publishing solution. Taking advantage of the design implemented on the [UC Davis Home Site](#), as well as the power of [Drupal](#), SiteFarm will be made available to faculty, staff and IT providers to create great-looking, modern, and easy-to-edit web sites.

The primary offering of SiteFarm is built for content creators. When you get your SiteFarm site, you can start adding your content and laying out your homepage right away. No programmers required!

SiteFarm offers hosting of your web site on our cloud-based high-performance platform at no cost to campus departments.

### Features & Benefits

- Content creators and editors get an intuitive interface
- Site builders get powerful tools to create dynamic functionality
- Department administrators create and manage sites in their group
- Developers have access to PatternLab style guide for building custom applications that adhere to campus branding
- Enhanced security of standardized code base
- High performance cloud hosting included
- Mobile-friendly, Responsive, and Accessible

### Availability

In Beta testing.

Full release April 17, 2017.

# Agreement:

## Scope

This is the Standard Service Level agreement for services provided by Information and Educational Technology (IET) to the campus. Services covered by this agreement are subject to established rates, costs, measures of performance and availability.

## Terms of Reference

Terms and specific meanings used within this document are defined in the table below.

**Term Meaning** Customer The organization, group, or individual who is subscribing to the IET Service. Standard Services Any IET service published within and offered to campus via the IT Service Catalog at URL link: [itcatalog.ucdavis.edu](http://itcatalog.ucdavis.edu) Non-standard Service An IET service that does not have established rates/costs and must be agreed-to with Customers on a case-by-case basis. Non-standard services are *not* available within the IT Service Catalog. Service Manager

The Service Manager is a role performed by a person who has overall accountability for managing a service. This includes:

- Operational management and support to deliver the benefits of the service
- Ensuring services meet the business need and are delivered in accordance with service agreement

Service Owner A member of the IET leadership team who has oversight of IET services

## Cost Recovery

IET requires costs to be paid directly by the Customer through various methods and mechanisms or they are paid centrally by the Customer. In cases where costs must be paid by the Customer, established campus rates will be used.

- Changes to established campus rates will be applied following a **30 day** notice per campus policy.
- IET hourly labor rates are reviewed annually under campus rate guidelines, and may be changed during the course of the year. Customers are notified 30 days ahead of any rate changes.

As a cost recovery operation, IET will provide cost estimates but makes no guarantees on providing services at a fixed price or fixed total cost to Customers for any long-term agreements. Pursuant to UC policy, IET cannot offer any rates lower than those offered to other campus units.

## IET Service Assurance

IET assures service performance, availability, capacity, and the information security of the service(s)

covered in this agreement.

## **Information Security**

IET information security management practices, policies and regulatory compliance requirements are aimed at assuring the confidentiality, integrity and availability of Customer information.

The UC Davis Cyber-safety Policy, UC Davis Security Standards Policy ([PPM Section 310-22](#)), is adopted by the campus and IET to define the responsibilities and key practices for assuring the security of UC Davis computing systems and electronic data.

## **Capacity**

IET systems are monitored to optimize the use of resources and to control costs. Where services are hosted by external service providers (outsourced), agreements are in place to monitor capacity and performance.

## **Availability Exclusions (Force majeure)**

A loss of availability from causes which are beyond the control of IET is excluded from the availability warranty. This includes but is not limited to, acts from natural events such as earthquakes, storms, natural flooding, and wild fires. Also excluded are police actions, interruptions due to protest events, labor disputes, war, pandemic, terrorism, riots, and/or inability to obtain energy.

Each party must provide prompt notice of service disruptions. Services will resume as soon as possible. Either party will take all reasonable steps to remove the causes of unavailability and resume services as soon as reasonably possible.

IET will provide the availability status of major services on the IET status page. The status page is located at <http://status.ucdavis.edu/>

## **Change Management**

Managed campus-wide systems, applications and services may be subject to the formal IET Change Management process. Changes to services may be required by system maintenance needs, corrective actions to resolve incidents, or service improvement projects. Changes may require adherence to change management policies including formal authorizations, approvals, peer reviews, risk assessments and lead times for notifying Customers and scheduling changes.

IET notifies Customers about planned technology systems are changes that may have a risk of directly or indirectly impacting IET services.

## **Responsibilities Between Parties**

## **Information and Educational Technology**

Information and Educational Technology shall be responsible for ensuring that reasonable skill, care and diligence are exercised in carrying out the services properly and efficiently in accordance with this service level agreement.

## **Data and Information**

Transnational data and information supplied by the Customer or its clients are owned by the Customer. IET serves as custodian of these data and will take measures to house, backup and protect the data for the Customer, consistent with the services, and as appropriate.

## **General Customer Responsibilities**

Customer agrees to use and pay for the services in accordance with the terms of this agreement and in compliance with any overarching UC Davis policies.

Customer agrees to take appropriate steps to ensure compliance with The UC Davis Cyber-safety Policy and UC Davis Security Standards Policy ([PPM Section 310-22](#)).

Customer agrees not to engage in actions or activities that circumvent, compromise, or introduce risks to the policy, standards or the controls established to ensure cyber security compliance.

Customer is responsible for costs which result from improper use of the services and which cause damage or loss to IET or its Customers.

## **Cancelations**

Unless otherwise specified in the IT Service Catalog, Customers who opt-in for one or more standard services may cancel services with a 90-day notice of cancellation, in writing. Cancellation requests may be withdrawn during the period of notice by mutual consent of the Service Manager and the Customer.

A shorter cancellation period is permitted by mutual consent of the Service Manager and Customer. IET will continue to provide services until the end of the notice period or until such time as a new starting date is agreed-to.

The Customer remains responsible for obligations and any charges for the services provided until the end of the notice period or until such time as a new starting date or alternative arrangements have been agreed-to with the Service Manager.

## **Escalation**

If the Customer is dissatisfied with any aspect of the services provided by IET or the Customer wishes to cancel services, the following escalation procedure will be used to reach a resolution:

## **Escalating Issues and Concerns**

**Step 1:** The Customer will contact the Service Manager to discuss the issue.

**Step 2:** If the Customer is not satisfied with the resolution of the issue with the Service Manager, the Service Owner should be contacted to discuss the issue.

## **Policy and standards**

1. Clients and users shall adhere to all relevant policies of the University of California, Davis.
2. Clients and users shall not override page template layout or styles in a manner that degrades accessibility or conformance with campus graphic or technology standards.
3. Clients will use the standard SiteFarm content types and features developed and maintained by the SiteFarm team.
  1. Clients must ensure that all custom HTML, JavaScript, CSS and server-side language features meets campus standards and policies.
  2. Clients are responsible for the maintenance of any custom HTML, JavaScript, CSS and server-side language features.
  3. Clients are encouraged to submit suggestions for improvements or new features to the SiteFarm team.
4. Clients and users shall follow best practices in Web authoring and development.
5. Clients who decide to stop using SiteFarm to manage their website(s) shall notify the SiteFarm team. See "Termination of service" Section 4.a. below.

## **Content**

1. Clients are responsible for providing content to populate the pages of their sites and performing the work to create and maintain that content.
2. Clients are responsible for ensuring that all content on SiteFarm-managed site(s) is accurate and up-to-date, that grammar and spelling are correct, and that content conforms to campus editorial guidelines and graphic standards as defined at <http://marketingtoolbox.ucdavis.edu>.
3. Clients are responsible for dealing promptly with site errors (e.g., broken links, factual errors, redirects from old urls) and feedback inquiries.
4. Clients are responsible for ensuring that all public and private content on the site abides by the Data Security Guide. (<http://cloud.ucdavis.edu/service/sitefarm>)

## **Site Factory Groups**

1. Group Owners and Members will be provided access to all sites within their group, as well as permission to create new sites, configure domain names, and configure theme repositories.
2. Two-Factor Authentication is required to access Site Factory.
3. Before any site is created, a SiteFarm Site Request must be submitted, even if it is a Group Owner or Member who is creating the site.
4. Group Owners and Members will be good SiteFarm citizens and will not abuse their privilege by creating haphazard or arbitrary site instances.
5. Group Owners and Members will provide Tier-1 Support for all SiteFarm sites within their Group.

## **Termination of service**

1. Voluntary termination

1. Clients may choose at any time to terminate use of SiteFarm to manage their Web content.
  2. Clients should provide two weeks notice to the SiteFarm team of their intent to terminate use of the service so that arrangements can be made to archive their site instance and disable user accounts appropriately.
  3. The SiteFarm team will maintain an archive of the client's SiteFarm site for three months after the date of termination. After that time, the site instance may be deleted.
2. Termination with cause
1. Violation of the terms of this agreement may result in termination of a client's access to the SiteFarm service. Termination of service will occur only after:
    2. The SiteFarm team has warned the client of the violation in writing.
    3. The client has not taken steps to rectify the violation in a reasonable period of time (specified by the SiteFarm team).
    4. In the event that a client's account is terminated:
      5. The SiteFarm team will maintain an archive of client's SiteFarm site for three months from the date service is terminated.

### **Unused site instances**

1. A new SiteFarm site instance that has never been used after 6 months from its creation date is subject to review for deletion by the SiteFarm team.
2. A SiteFarm site instance that has not been actively used for more than 12 months may be subject to deletion.
3. Prior to deleting an unused site instance:
  1. The SiteFarm team will contact the site manager to confirm the instance is not needed.
  2. If the site manager verifies the instance is unneeded and has no useful content, SiteFarm team may delete the instance.
  3. If the site manager verifies the instance is unneeded but has useful content, the SiteFarm team will maintain an archive of the instance site for three months. After that time, the site instance may be deleted.
  4. If the site manager verifies a blank site instance is needed but no action is taken to create content after two months, the site instance will be deleted.

### **Policies affecting users of the SiteFarm service**

1. 270-05, Campus Organizations
2. 310-21, Computer Vulnerability Scanning Policy
3. 310-22, UC Davis Cyber-Safety Program
  1. Exhibit A, UC Davis Security Standards
4. 310-23, Electronic Communications--Allowable Use
  1. Exhibit A, Acceptable Use Policy
5. 310-24, Electronic Communications--Privacy and Access
  1. Exhibit A, Request to Inspect, Monitor, or Disclose Electronic Records--Access With Consent
  2. Exhibit B, Request to Inspect or Disclose Records--Access Without Consent
6. PPM 310-40: University Communications: Publications, Graphic Standards, Marketing and Media Relations
7. PPM 310-70: World Wide Web Standards

8. Data Security Guide (<http://cloud.ucdavis.edu/data-guide>)
9. UC Davis Identity Standards (<http://identitystandards.ucdavis.edu>)
10. Principles of Community (<http://occr.ucdavis.edu/poc/>)